

HEALTHY LOUISIANA ADMINISTRATIVE ACTIONS, MONETARY PENALTIES, AND SANCTIONS

Tracking Number	Contractor Name and Address	Failed Deliverable/Non-Compliance with Contract Requirements	Notice of Action Date	MCO Response/ Corrective Action Plan Submission	Compliance Date	Potential Monetary Penalties	Notice of Monetary Penalty	Monetary Penalty Withhold Amount	Deadline to Cure
AET2-01	Aetna Better Health of Louisiana 2400 Veterans Memorial Blvd., Suite 200 Kenner, LA 70062	Encounter Data - Section 17.8.3.2 of Exhibit E of the Contract Due no later than the twenty-fifth (25th) calendar day of the month following the month in which they were processed (paid or denied), including encounters reflecting a zero dollar amount (\$0.00) and encounters in which the MCO has a capitation arrangement with a provider. If the MCO fails to submit complete encounter data, as measured by a comparison of encounters to cash disbursements within a five (5) percent error threshold (at least ninety-five (95) percent complete), the plan may be penalized as outlined in Section 20 of the RFP.	7/19/2016	Meet contract requirements by 7/21/2016	Not met	20.3 Monetary Penalties Ten thousand dollars (\$10,000.00) per calendar day for each day after the due date that the monthly encounter data has not been received in the format and per specifications outlined in the RFP. Ten thousand dollars (\$10,000.00) per calendar day for each day encounter data is received after the due date, for failure to correct and resubmit encounter data that was originally returned to the MCO for correction because submission data was in excess of the five (5) percent error rate threshold, until acceptance of the data by the fiscal intermediary. Ten thousand dollars (\$10,000.00) per return by the fiscal intermediary of re-submission of encounter data that was returned to the MCO, as submission data was in excess of the five (5) percent error rate threshold, for correction and was rejected for the second time. Ten thousand dollars (\$10,000.00) per occurrence of medical record review by DHH or its designee where the MCO or its provider(s) denotes provision of	9/29/2016	\$570,000	7/21/2016

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AET2-02	Aetna Better Health of Louisiana 2400 Veterans Memorial Blvd., Suite 200 Kenner, LA 70062	<p>17.4.1 In conjunction with its payment cycles, the MCO shall provide:</p> <p>17.4.1 Each remittance advice generated by the MCO to a provider shall comply with the provisions of LA-R.S. 46:460.71. - Claim payment information</p> <p>A. Any claim payment to a provider by a managed care organization or by a fiscal agent or intermediary of the managed care organization shall be accompanied by an itemized accounting of the individual services represented on the claim that are included in the payment. This itemization shall include but shall not be limited to all of the following items:</p> <p>(1) The patient or enrollee's name.</p> <p>(2) The Medicaid health insurance claim number.</p> <p>(3) The date of each service.</p> <p>(4) The patient account number assigned by the provider.</p> <p>(5) The Current Procedural Terminology code for each procedure, hereinafter referred to as "CPT</p>	7/18/2016	Add the required code to remittance advice documents		<p>20.1. Other Reporting and/or Deliverable Requirements</p> <p>20.1.1. For each day that a deliverable is late, incorrect or deficient, the MCO may be liable to DHH for monetary penalties in an amount per calendar day per deliverable as specified in the table below for reports and deliverables not otherwise specified in the above Table of Monetary Penalties or expressly written elsewhere in this Contract.</p> <p>20.1.2. Monetary penalties have been designed to escalate by duration and by occurrence over the term of this Contract.</p>			
AET2-03	Aetna Better Health of Louisiana 2400 Veterans Memorial Blvd., Suite 200 Kenner, LA 70062	Section 17.3.3 of the contract provides, "The MCO shall pay providers interest at twelve (12%) per annum, calculated daily for the full period in which a payable clean claim remains unpaid beyond the 30-day claims processing deadline. Interest owed the provider must be paid the same date that the claim is adjudicated, and reported on the encounter submission to the FI as defined in the MCO Systems Companion Guide.	9/29/2016			The MCO shall pay providers interest at 12% per annum, calculated daily for the full period in which the clean claim remains adjudicated beyond the 30-day claims processing deadline. Interest owed the provider must be paid the same date that the claim is paid. One thousand dollars (\$1,000.00) per claim if the MCO fails to timely pay interest.			10/21/2016

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AET2-04	Aetna Better Health of Louisiana 2400 Veterans Memorial Blvd., Suite 200 Kenner, LA 70062	Section 20 of our contract provides administrative actions that LDH may take pursuant to contract non-compliance.	9/20/2016		9/30/2016	Section 20 - Monetary penalties in the amount of \$2,00 per day			9/30/2016